

Representative Guide for Communication Utility

Sending Communication by Secure Website



Office of Disability Adjudication and Review

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ODAR COMMUNICATION UTILITY INSTRUCTIONS

The Communication Utility (CU) is a tool which allows external users to securely send a one-way communication to a specific Hearing Office (HO). All communications sent through the CU are sent to an administrative mailbox of the selected HO. The CU is intended for **non-case** related communications, such as a change of address for a representative or a representative's schedule.

The CU is not a utility to send the HO electronic evidence; as such evidence is not routed to the Electronic Folder. Any **case-related** documents MUST be submitted via the Electronic Records Express (ERE) website or another method such as fax.

User Instructions for the Communication Utility

The Communication Utility is available from the **Electronic Records Express Home** page.

The screenshot shows the Electronic Records Express Home page. The header includes 'Social Security Online', 'Electronic Records Express', 'www.socialsecurity.gov', 'Frequently Asked Questions', and 'User Instructions'. The main content area is titled 'Electronic Records Express Home' and 'Welcome to Electronic Records Express'. On the left, a user profile for 'KENNETH MOORE' is shown with a 'Log Out' button and navigation links. The central 'Appointed Representative Services' menu lists several options, with a red arrow pointing to 'Communication Utility'. On the right, a 'Bulletin Board' section is visible.

Getting Started

At the **Electronic Records Express Home** page, select the **Communication Utility** link.

The next page displayed is the Communication Utility page.

Step 1: Select the **HO Destination** from the drop-down menu. Enter the subject of the communication in the **Subject** box.

Step 2: To attach a document, use the **Browse** button to select the file to send. To send additional files, select **Add Another File**. The file(s) cannot exceed 5 megabytes in size.

NOTES:

- **DO NOT SEND DOCUMENTS THAT ARE CASE RELATED.** The **Communication Utility** is for general information purposes only.
- Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to resubmit your documents without macros.

Step 3: If a narrative is necessary, enter the text in the area marked **Enter your message here**.

Social Security Online **Electronic Records Express** [User Instructions](#)

[www.socialsecurity.gov](#) [Electronic Records Express Home](#)

BILL APPERSAND
RepID:7TXSSH&JTV
Bill.Appersand@ssa.gov
[Log Out](#)
[< Back to Appointed Representative Services Main Menu](#)

Communication Utility
Send Message and Files

The communication utility allows you to send a message or a file or group of files.

Select the destination and the subject: Enter the following information.

Destination: [Select Destination]

Subject:

Attach and upload files to this message: (optional) Send files from your computer. Use the Browse button to locate and select files. You may submit up to 8 files and a maximum of 5MB in a single upload. File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif, .zip

File 1: [Browse...](#)
[Clear File 1](#)

[Add Another File](#)

Enter your message here: (optional) You can type up to three letter size pages (approximately 16,000 characters) of comments.

Message

Characters remaining: 16000

[Cancel](#) [Submit](#)

Step 4: Select the **Submit** button to send the message. After you submit your message, you receive a **Tracking Information** page.

Social Security Online **Electronic Records Express** 

www.socialsecurity.gov [Electronic Records Express Home](#) [User Instructions](#)

BILL APPERSAND
RepID:7TXSSH8JTV
Bill.Appersand@ssa.gov

[< Back to Appointed Representative Services Main Menu](#)

 **Communication Utility**
Tracking Information

Thank you for your submission.

Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

Message Information:

Tracking Number: **131441620A903A3F**

Date and Timestamp: **07/19/2011 at 04:28 PM EDT**

Destination: **XX - DEMO/TEST ODAR [S99]**

Subject: **Test**

File Name	File Size
ERE03_CE.jpg	90.0 KB
Total file size:	
90.0 KB	

Additional comments were entered during this submission.

Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
ERE Home	h
ERE Print	p
Log Out	l
Send Another Message	r
Submit	s

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note:

1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.
2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.